

Resolving Concerns with a Child's Special Education Services



Disagreements can happen during collaborations, especially those involving a child's Individualized Education Program. In the event parents disagree with the child's school on any issue involving its special education program, it is imperative to share concerns with the school, listen to the school's point of view and try to find a resolution.

Parents have the right to request an IEP review at any time. Concerns should be discussed with the school and a mutually agreeable solution found. If this meeting does not resolve concerns in a satisfactory manner, a facilitated IEP meeting is another option. This type of meeting includes an impartial facilitator who is *not* a member of the IEP team. The facilitator's job is to keep the team focused on developing the child's program, promote communication among team members, clarify points of agreement and disagreement and address other concerns as they arise.

If those methods prove unfruitful, more formal options exist to resolve concerns:

- **Conference:** providing an opportunity to address issues with a school administrator and the child's teachers or service providers with resulting solutions recorded in a memorandum prepared by the school
- **Mediation:** resolving disputes without litigation through the assistance of a neutral third party
- **Due process complaint:** written complaint typically required to be filed within two years of the issue in dispute (some states have different time limits)
 - **Resolution session:** mandatory session (unless waived by the parents or the school) held to explain the due process complaint

- **Due process hearing:** requested hearing in the event conferencing and mediation fail to provide conflict resolution
- **State complaint:** written complaint claiming a school district violated a requirement of the Individuals with Disabilities Education Act

The installation's Exceptional Family Member Program office can provide additional resources and support in resolving concerns with a child's special education services.



MilitaryOneSource.mil/EFMP

Exceptional Family Member Program support is available for military families with special needs. For more information, please contact your installation EFMP office or visit MilitaryOneSource.mil/EFMP, an official Department of Defense website.